



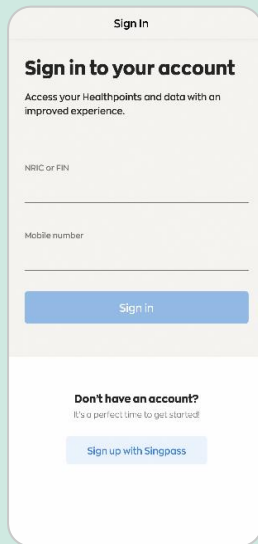
How to collect your HPB fitness tracker



Step 1

Download or update to the latest version of the Healthy 365 app*.

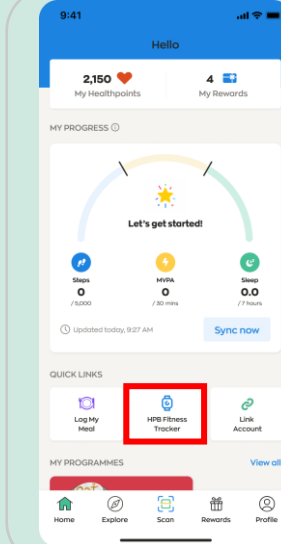
*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.



Step 2

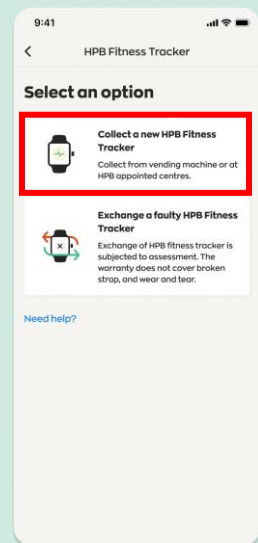
Create or restore your profile by following the on-screen instructions.

Note: All Healthy 365 profiles must be verified using Singpass. Click [here](#) for a step-by-step guide on the Singpass verification process.



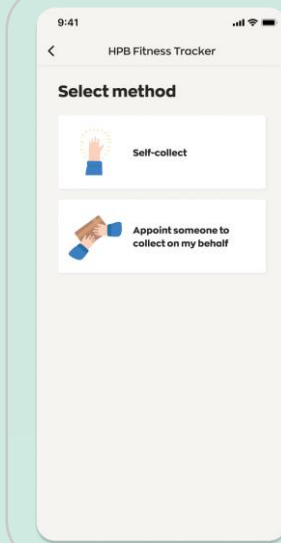
Step 3

Go to "Home" under the "Quick Links" section, tap on "HPB fitness tracker".



Step 4

Tap on "Collect a new HPB fitness tracker".



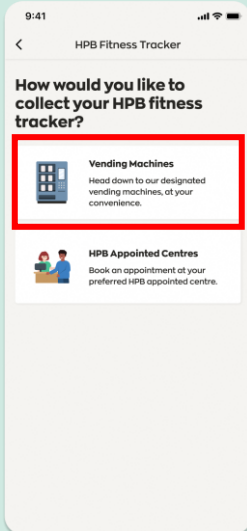
Step 5

Select your collection method, by tapping "Self-collect" OR "Appoint someone to collect on my behalf".

If you are appointing someone to collect on your behalf, please proceed to step 12.

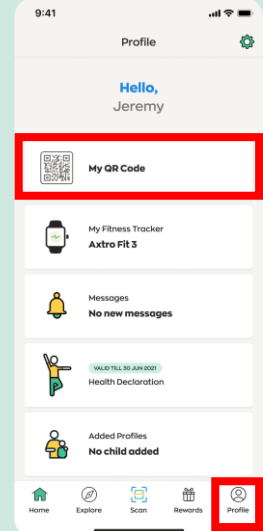
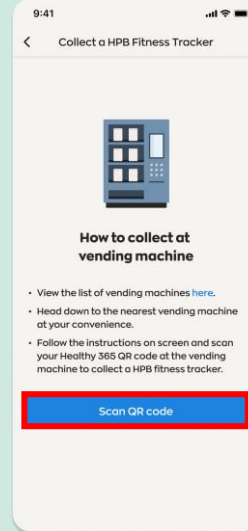


Method 1: Self-collection at vending machines



Step 6a

Tap on “Vending Machines” if you wish to collect your tracker at our designated vending machines. No prior appointment is required. View the list of available vending machines [here](#).



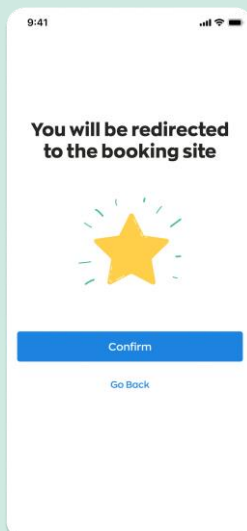
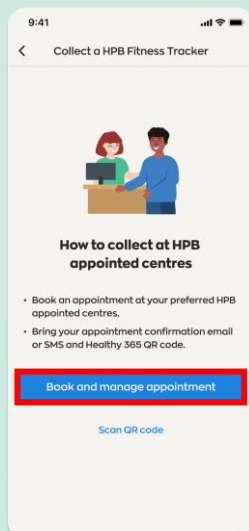
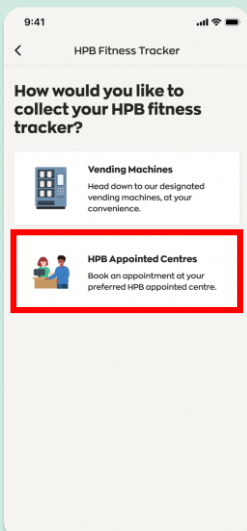
Step 6b

Head down to your preferred vending machine and follow the on-screen instructions.

Scan your Healthy 365 QR code at the vending machine to collect your HPB fitness tracker collection.

You can access your Healthy 365 QR code by tapping “Scan QR code” on this page or by going to “Profile” > “My QR code”.

Method 2: Self-collection at appointed collection centres

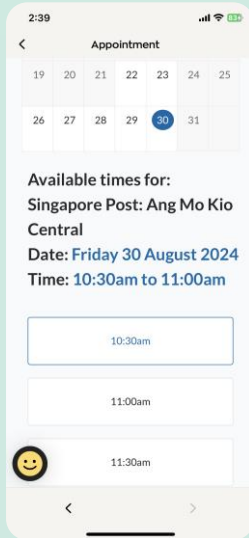
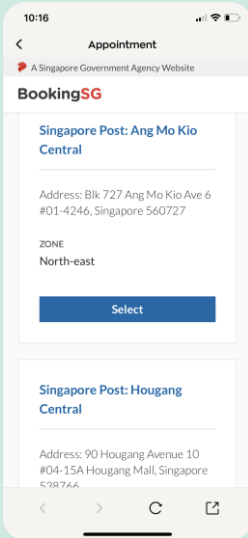


Step 7

If you wish to collect your tracker at HPB appointed centres, tap on “HPB Appointed Centres” to book a collection appointment at your preferred location.

Tap on “Book and manage appointment”.

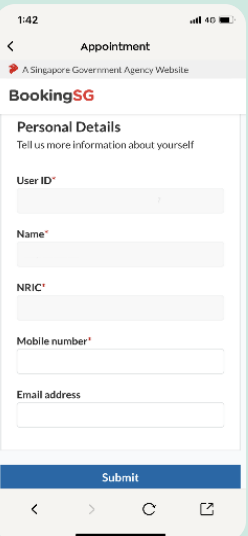
You will be redirected to the booking site.



Step 8

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

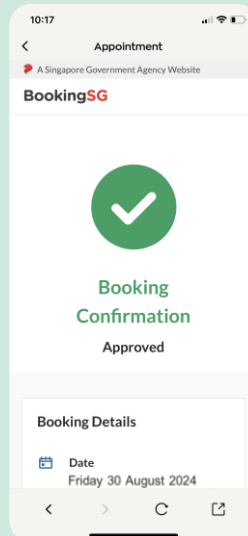
Select your desired date and timeslot.



Step 9

Provide your personal details to confirm your appointment.

Note: If you wish to receive a confirmation email, do provide a valid email address.

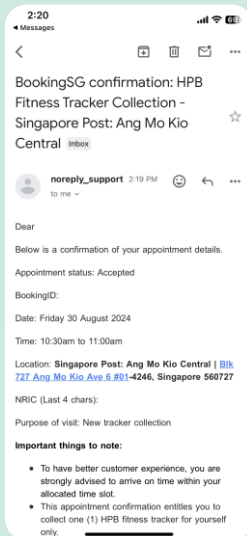
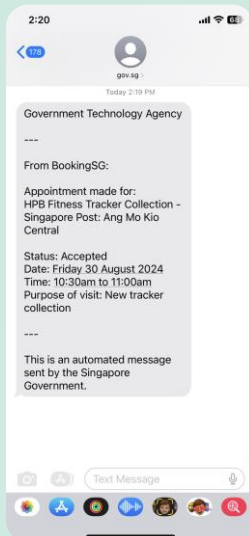


Step 10

Your appointment is successfully created!

You will receive your collection confirmation details via SMS and email, if you provided an email address.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.



Step 11

On the day of your appointment, please bring along:

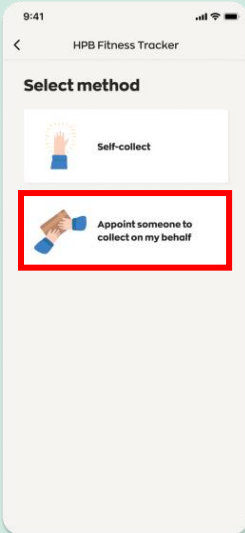
- (i) Your mobile device with the Healthy 365 app installed (You will need to present your Healthy 365 QR code)
- (ii) Your appointment confirmation SMS or email

Important things to note:

- To have better customer experience, you are strongly advised to arrive on time within your allocated time slot.
- This appointment confirmation entitles you to collect one (1) HPB fitness tracker for yourself only.



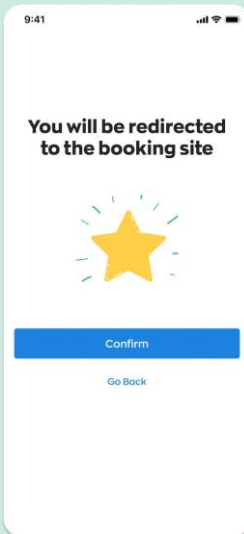
Method 3: Appoint someone to collect on your behalf



Step 12

To appoint someone to collect your HPB fitness tracker on your behalf, tap on "Appoint someone to collect on my behalf".

Note: Appointing someone to collect on your behalf is only available at HPB appointed centres.



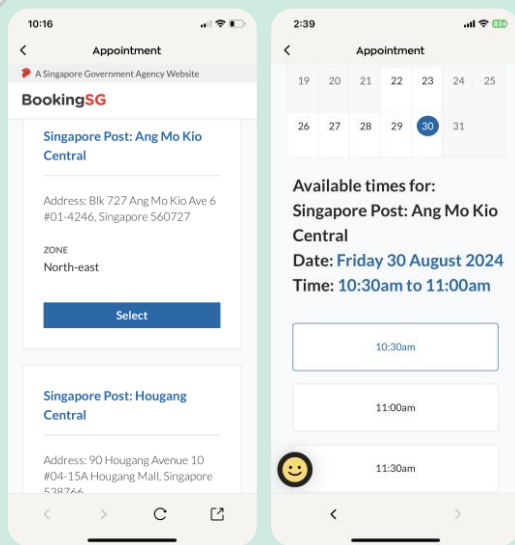
Step 13a

Tap "Next" to book an appointment at our appointed centres.

You will be directed to the booking site.

Step 13b (optional)

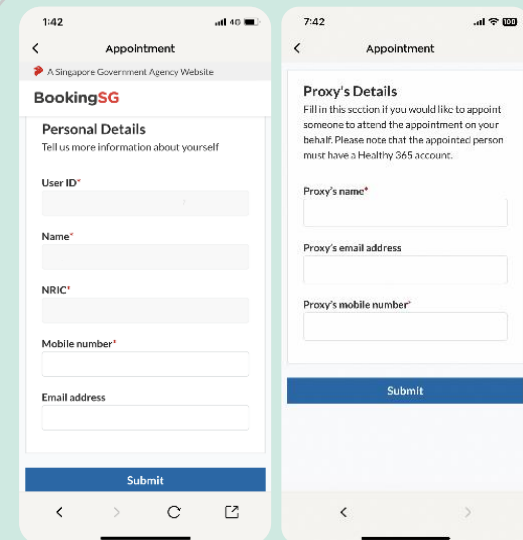
If you have already booked an appointment and appointed someone, tap on "Share QR code". The QR code can be shared to your appointed person via the messaging platform that you have selected.



Step 14

On the appointment booking site, select your preferred location. Alternatively, you can tap “Apply Filter” to narrow down your search by date range and location zone.

Select your desired date and timeslot.

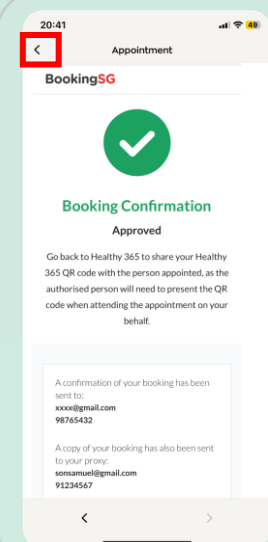


Step 15

Provide your personal details to confirm your appointment.

You will be required to provide your appointed person's (i.e. proxy) name and mobile number. Your appointed proxy must be registered to Healthy 365 to collect the tracker on your behalf.

Note: If you and/or your appointed person wish to receive a confirmation email, please provide a valid email address.



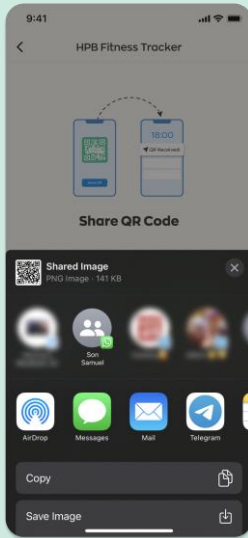
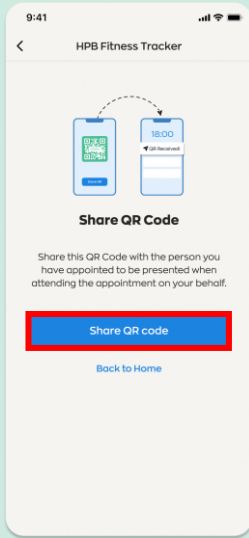
Step 16

Your appointment is successfully created!

You and your appointed person will receive the collection appointment confirmation details via SMS and email, if you provided email addresses.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

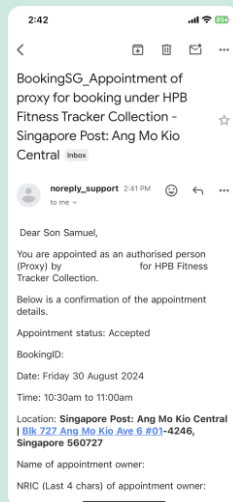
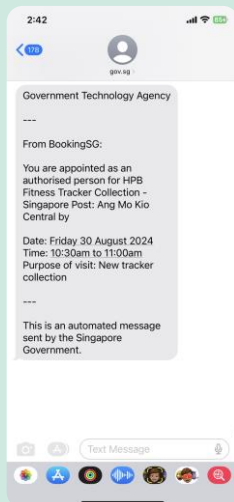
Tap on “<” on the top left of the screen to return to Healthy 365 app.



Step 17

Share your QR code with your appointed person via your selected messaging platform.

Note: The shared QR code is only valid for 30 days from the date of sharing.



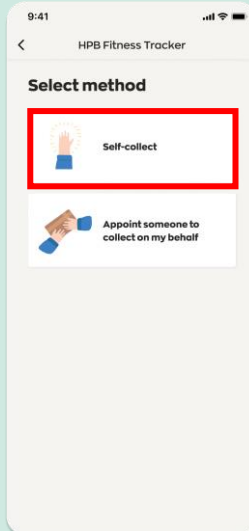
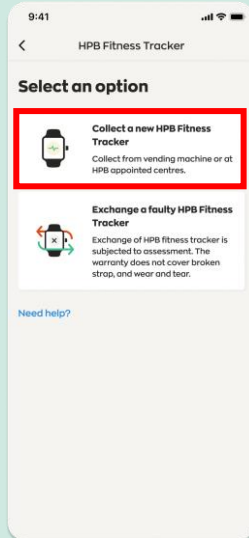
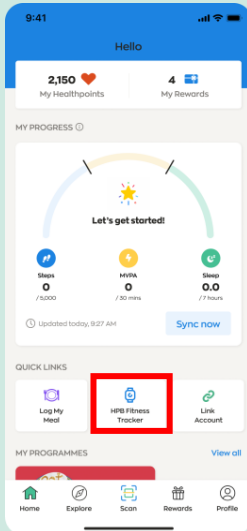
Step 18

On the day of the appointment, your appointed person to present:

- (i) Your Healthy 365 QR code, which was shared via your preferred messaging platform
- (ii) Your appointment confirmation SMS or email
- (iii) Their mobile device with the Healthy 365 app installed (Your appointed person will need to present his/her Healthy 365 QR code)



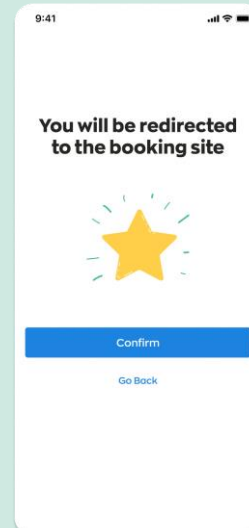
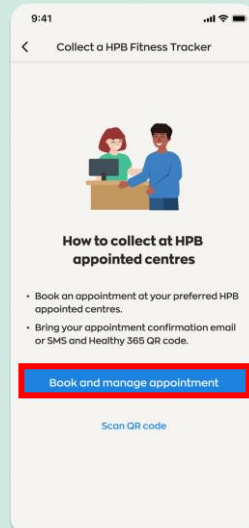
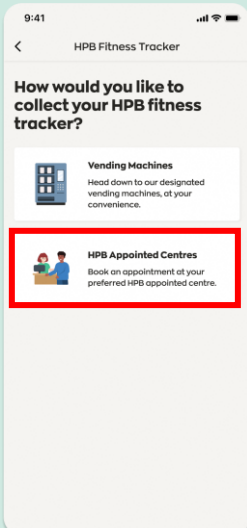
How to change or cancel an appointment



To retrieve your appointment details from the Healthy 365 app,

- (i) Go to "Home" under the "Quick Links" section, select on "HPB fitness tracker"
- (ii) Tap on "Collect a new HPB fitness tracker" > "Self-collect" > "HPB Appointed Centres" > "Book and manage appointment"

You will be redirected to the appointment booking site.



On the appointment booking site, tap on:

- (i) "Reschedule" to change your appointment,
- (ii) "Manage proxy" if you had appointed someone to collect your tracker on your behalf, and wish to change details of your appointed person, or
- (iii) "Cancel" to cancel your appointment.

If you make changes to your appointment, please refer to the latest appointment confirmation details.

